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ORIGINALLY FILED

Serial No.: 09/431,017  
Filed: November 1, 1999  
Group Art Unit: 2642

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Date: 9/15/2002

HONORABLE COMMISSIONER OF PATENTS

Washington, D.C. 20231

Attorney Docket No.: DAVOX-164XX

Sir:

In re application of: Anderson et al.

Entitled: RELATIONSHIP BASED TASK AND RESOURCE CALL CENTER MANAGEMENT SYSTEM  
AND METHOD

Transmitted herewith is an amendment in the above-identified application. The following checked items are applicable:

☒ A Petition for Extension of Time for two months is hereby made, under §1.136(a); a check in the amount of \$200 is enclosed per §1.17.

☐ \_\_\_\_\_ is hereby appointed Associate Attorney by:  
Registration No.:

Attorney of Record: Daniel J. Bourque  
Registration No.: 35, 457

☐ Other:

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 7	- 6	= 1	x \$84.00 =	\$84.00
Total 33	- 36	= 0	x \$18.00 =	0.00
<input type="checkbox"/> Multiple Dependent Claims (1st presentation)			+ \$280.00 =	0.00
SUBTOTAL ADDITIONAL CLAIM FEE				\$84.00
Small Entity filing, divide by 1/2.				
TOTAL ADDITIONAL CLAIM FEE				\$42.00

☐ No additional claim fee.

☒ The claim fee has been calculated above; check number 10822 in the amount of \$242.00 is enclosed; specifically \$42 for additional claims fees and \$200 for a two-month request for extension of time.

☐ In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.

☐ The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Honorable Commissioner of Patents, Washington, D.C. on 9/15/2002

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Attorney of Record: R. Anthony Diehl  
Registration No. 38,432

Technology Center 2600



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#4/A  
LP  
9/18/02

PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application : Anderson et al.  
Serial No. : 09/431,017  
Filed : November 1, 1999  
For : RELATIONSHIP BASED TASK AND RESOURCE  
CALL CENTER MANAGEMENT SYSTEM AND METHOD  
Attorney's Docket : DAVOX-164XX  
Examiner :  
Group Art Unit : 2642

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231 on 9/5/2002.

By

R. Anthony Diehl  
Registration No. 38,432  
Attorney for Applicant(s)

**AMENDMENT**

Commissioner for Patents  
Washington, D.C. 20231

Sir:

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In response to the Office Action dated 4/24/2002, please amend the above-identified Patent Application as follows:

In the Claims:

Cancel claims 2, 3, and 26, without prejudice.

Replace claims 1, 5, and 25 as follows:

Sub  
017  
A  
1. (Amended) A computer-implemented method of managing a call center using relationships, said call center including a plurality of resources for handling telephone calls and communication